

FIG. 1

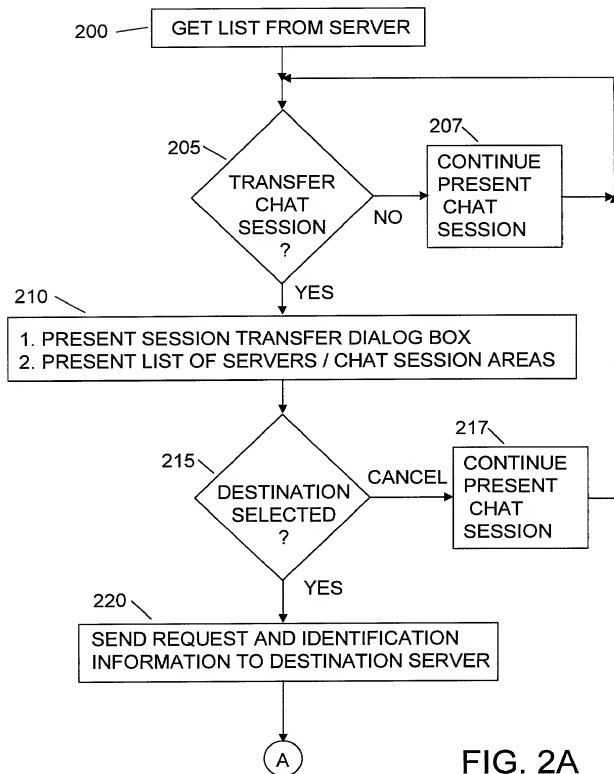


FIG. 2A

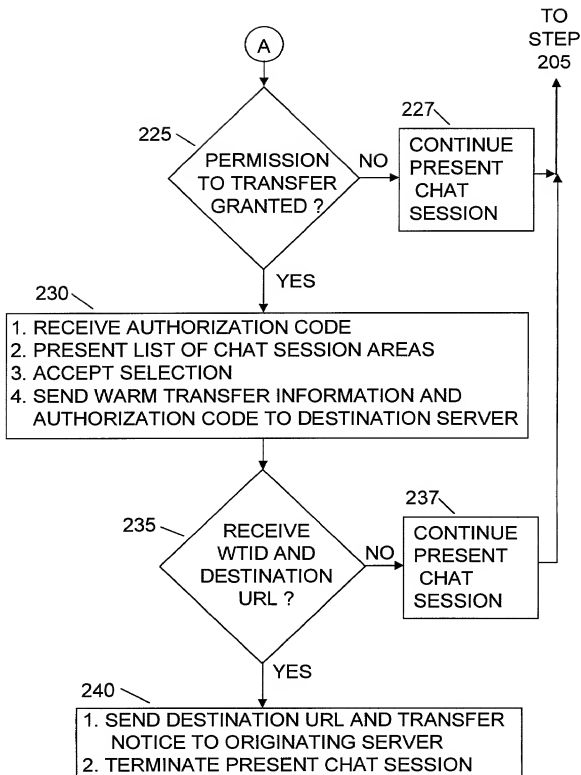


FIG. 2B

1. ACCEPT CUSTOMER LOG-IN AND SEND MINI-APPLICATION TO CUSTOMER'S PC
2. ACCEPT AGENT LOG-IN AND SEND LIST TO AGENT'S PC

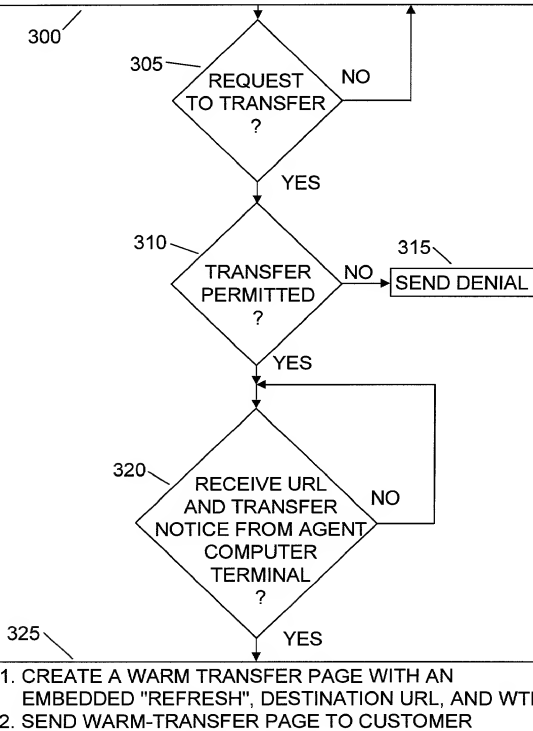


FIG.3

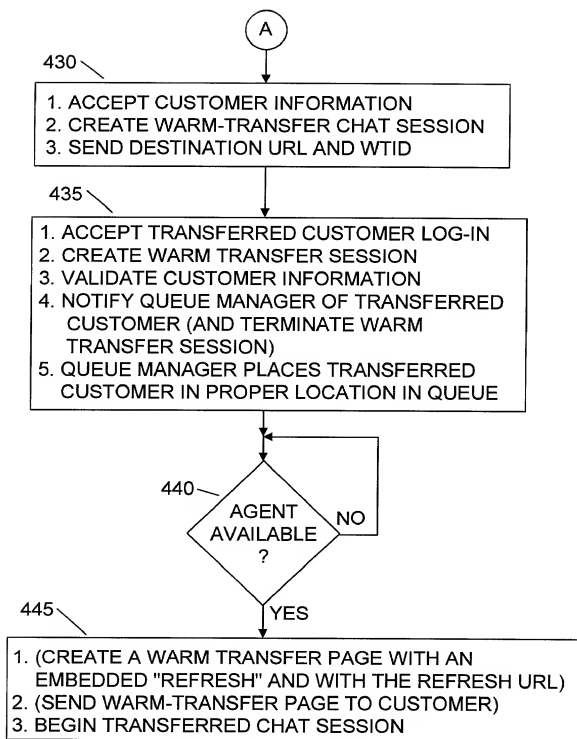


FIG. 4B

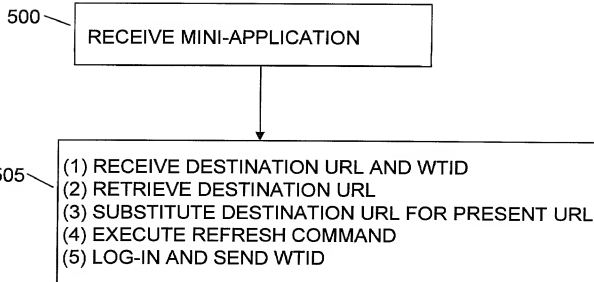


FIG. 5

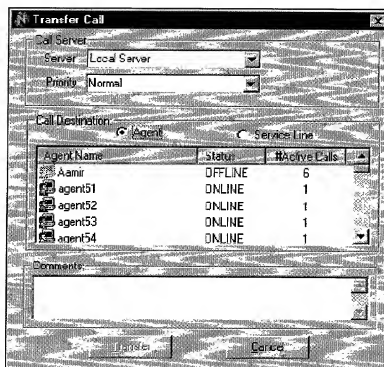


FIG. 6A

Transfer Call

Call Server

Server: beowulf

Priority: Normal

Call Destination: ☐ Agent ☒ Service Line

Service Line Name	#Online Agents	#Customers
* Visitor Queue	0	0
* Sample Queue	0	0

Comments:

FIG. 6B